

**REMOTE MONITORING AND CONTROL METHOD AND APPARATUS FOR AN
INFORMATION DISTRIBUTION SYSTEM**

ABSTRACT OF THE DISCLOSURE

Techniques to remotely monitor and control operations performed by one or more head-ends (or servers) in an information distribution system. In one implementation, a monitor and control unit communicates with various elements (e.g., an IPG service manager and a session manager) within each head-end to receive information relating to the operations of the head-end. This information may include status and/or indications of possible error conditions relating to (1) various operations (e.g., encoding, multiplexing, and so on) performed by the head-end, and (2) the transport streams being transmitted from the head-end. The received information may then be forwarded to one or more remote devices (e.g., pagers, cellular phones, PDAs) designated to receive the information. Response messages may also be received from the remote devices and forwarded to the appropriate head-end, which may adjust its operation as indicated by commands included in the messages.